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Performance Dashboard FY23

Fixed Route	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Average	Standard	Goal	FY22
Total Passengers	134,700	146,158	131,628	150,276	147,220	153,685	135,461	130,657	155,958	**142,860**			**114,383**
Pass/Rev Hour	16.30	16.31	14.25	15.75	15.94	15.98	15.65	14.42	15.42	**15.56**	**22.00**	**26.00**	**15.79**
Pass/Rev Mile	1.50	1.50	1.38	1.53.	1.54	1.58	1.48	1.46	1.57	**1.50**	**2.00**	**2.20**	**1.20**
On-Time	99.92%	99.71%	99.66%	99.80%	99.62%	99.90%	99.80%	99.93%	99.73%	**99.79%**	**95%**	**98%**	**99.75%**

Demand Response	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Average	Standard	Goal	FY22
Total Passengers	8,505	9,789	9,461	9,251	8,977	9,251	8,911	8,221	10,270	**9,182**			**8,419**
Pass/Rev Hour	2.40	2.38	2.51	2.60	2.47	2.33	2.26	2.27	2.06	**2.36**	**2.25**	**2.75**	**2.05**
On-Time	87.57%	87.73%	81.93%	78.52%	79.94%	84.41%	86.44%	81.91%	82.14%	**83.40%**	**85%**	**90%**	**90.14%**

Safety	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Average	Standard	Goal	FY22
Preventable FR Accidents/ 100K miles	4.31	0.00	3.21	0.00	1.08	1.04	1.06	0.00	0.98	**1.30**	**3**	**2**	**1.27**
Preventable DR Accidents/10K miles	0	0	0	0.28	0.29	0.27	0	0	0.25	**0.12**	**3**	**2**	**0.12**

Maintenance	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	YTD	Standard	Goal	FY22
Fixed Route Miles Between Breakdowns w/ passenger interruption	44,912	97,550	23,398	31,631	92,368	96,344	94,670.00	44,772.00	102,325.00	**62,458**	**20,000**	**25,000**	**45,744**
Demand Response Miles Between Breakdowns w/ passenger interruption	41,459.00	39,044.00	35,487.00	17,730.00	34,078.00	36,387.00	34,912.00	31,840.00	39,259.00	**80,503**	**25,000**	**30,000**	**47,061**

Customer Service	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Average	Standard	Goal	FY22
Valid Complaints /100,000 pax FR	3.76	7.01	5.06	4.32	2.70	0.90	5.77	8.67	11.58	**5.53**	**8**	**5**	**3.34**
Valid Complaints /10,000 pax DR	4.36	2.56	3.98	1.34	6.94	0.00	0.00	1.54	7.53	**3.14**	**4**	**2**	**1.70**